Enterprise Information Services (EIS)
Duty Statement

Section:	EIS Infrastructure Services
Unit:	Infrastructure Management Unit
Position Number:	065-620-1479-806
Classification:	Assistant Information Systems Analyst (Specialist)
Date:	February 12, 2016

Supervision: Under the general administrative direction of the Infrastructure Management Unit (IMU) Senior Information Systems Analyst (Supervisor), the Assistant Information Systems Analyst (Assistant ISA) provides first-level support to CDCR's Infrastructure Services project related processes. The Assistant ISA will assist in the coordination, management, and monitoring of various tasks involving Business Services, Contract Services, Facilities Planning and Construction Management and the project staff. The incumbent will assist IMU staff in the planning, designing, and carrying out programs, studies, or other work independently given administrative direction with assignments in terms of broadly defined missions or functions by the supervisor.

Knowledge: The incumbent at this level is expected to have some knowledge of and proficiency with respect to data processing concepts, practices, methods, and principles; as well as resource, project and portfolio management, as well as IT Governance best practices. The incumbent is expected to demonstrate some knowledge about the state processes for accountability, purchasing, contracts, asset management, and data security. To be successful in this position, the incumbent must have an understanding of project management and monitoring tools such as Microsoft Project. Knowledge of Project Management Institute (PMI) or other generally accepted project management standards is required. Because of the organization's complex environment and diverse user population, the incumbent (1) must possess an ability to apply a wide breadth of knowledge in both enterprise development and maintenance of applications and in network processing to a variety of settings, (2) must possess a working knowledge of large-scale database architecture, data communication protocols, and network configurations, (3) must possess in-depth knowledge of the CDCR mission and business functions in order to take into account the larger business perspective in proposing information technology solutions, (4) must possess knowledge of the roles and responsibility of oversight and regulatory agencies in assuring quality control and dependability, and (5) must possess an ability to work independently in effectively securing resources and expertise through proper channels within the organization while developing and managing large and complex systems.

Guidelines: To be successful, the incumbent must utilize initiative and resourcefulness in deviating from traditional methods or in researching emerging technologies to develop new methods, criteria, and/or to make recommendations for new policies, system enhancements, or configuration changes.

Scope and Effect: Because of CDCR's multiple systems and complex computing environment, and perform work where the product or service affects the work of other experts and up to the whole division. The scope of work affects IT projects and the prioritization and management of all IS resources required to achieve the primary mission of CDCR. The incumbent must demonstrate full competence in a specialized analytical role, be accountable for technical work done and decisions made, demonstrate technical or team leadership with a high degree of technical versatility and broad industry knowledge. The systems developed via these projects are deployed to thousands of state and local law enforcement personnel, and

provide data necessary for officer and public safety. They are also deployed to ensure the safe and secure housing of all the Department's inmates and wards and the safe and effective working environment of its staff.

Complexity: To perform the customer support and technical liaison aspects of the job, the incumbent performs work that includes varied duties requiring many different and unrelated processes and methods applied to a broad range of activities and a substantial depth of analysis. To assist application development efforts, the incumbent may propose technical solutions within the scope of his/her expertise, which take into account the customer's business needs.

Personal Contact: The incumbent works with managers, technical staff, and systems users to provide and make recommendations regarding systems and problems requiring solutions. The incumbent frequently contacts program area staff and vendors to provide oversight and adherence to contractual terms for project, for support, the incumbent works with IT staff, vendors and external entities to coordinate problem solving and ensure conformity of methods and practices. The incumbent must be able to communicate effectively, both orally and in writing with subordinates, peers, clients, and customers at all levels.

Purpose of Contacts: The incumbent must possess an ability to influence, motivate, persuade, and lead individuals or groups.

40%	Customer Service

- Assist in planning, organizing, and oversight of special information systems projects.
- Participate in the planning of Information Systems for the Institution and technical guidance and direction to institution management.
- Assist in the development of procedures that are in compliance with the Department of Technology Services (DTS); State Administration Manual (SAM); and the Departmental Operations Manual (DOM).
- Assist lead staff in the coordination of scheduling and completion of work.
- Update the Remedy tracking system with detailed information received from the customer.
- Monitor log of reported problems to ensure these are resolved and escalated according to our service level objectives.
- Provide status reports utilizing the EIS's IT workload management tracking tool.
- Prepare or participate in preparation of project plans and proposals.
- Assists in the development of business continuity plans
- Participate in process improvement work groups, develop and document support processes, procedures, and protocols.
- Participate in and contribute ideas to continually improve the services provided by the IMU team.

35%	User Support/ Equipment/Software Procurement and Inventory

- Support customers through submittal of new service requests.
- Assist conducting root cause analysis to implement or recommend implementation of solutions to customer reported or production problems.
- Assist in the submission of Change Requests.
- Participate in development of Service Level Agreements and Memorandums of Understanding.

- Schedule TelCos upgrades/installs.
- Participate in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.

20%	Facility Support

- Assists in daily facility walkthrough and safety check and monitors, updates Facility concerns and issues via Remedy tracking system.
- Support customers through submittal of new service requests and creates Leasing and Property Management Service Requests and Business Services Requests (BSR).
- Coordinates with program staff, vendors and Facility Leasing and Property Management to ensure completion of BSRs.
- Provide first line support for elementary issues related to facility needs within EIS.
- Liaison to requestors as necessary to facilitate management and completion of Facility Related Requests.
- Track facility related requests and update status in Remedy.
- Prepare status report of all facility related requests for management.
- Performs other related duties as required.
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5%	Other

- Other related duties as defined by the Unit Supervisor.

Employee: _____ Date: _____

Supervisor: _____ Date: _____